



**CompcareBlue**

An independent licensee of the  
Blue Cross and Blue Shield Association

**AURORA FAMILY NETWORK**

401 W. Michigan St.

Milwaukee, WI 53201

(888)239-9514

[www.bluecrosswisconsin.com](http://www.bluecrosswisconsin.com)



Total Number of Members	22,110
Years of Operating Experience	3 years
Total Number of Primary Care Physicians (PCPs)	129
Percentage of PCPs Accepting New Patients	93.7%
Percentage of Board Certified Specialty Care Physicians	84.3%
Number of Urgent Care Facilities	5





## ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	If your primary care physician believes you need treatment that is a covered benefit, but not available from your primary care physician, your primary care physician will give you a written referral to see another doctor or provider within your clinic. Referrals to out-of-network providers and providers outside of your PCP clinic require CompcareBlue's authorization.
<b>Medicare Claims Procedure</b>	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your EOMB is needed.
<b>On-Line Services</b>	Our Web site, <a href="http://www.bluecrosswisconsin.com">www.bluecrosswisconsin.com</a> , is a valuable resource for both information and services. We offer a Forms & Information Library that contains helpful information to you.  Our Web site also provides access to Service Direct, our secure, online Customer Service center. With Service Direct, you can find a provider, locate a pharmacy, review claim status and determine referral or authorization status.
<b>Outpatient Mental Health Network/Policy</b>	APS Healthcare, Inc. will manage your behavioral health care. While a referral from your PCP is not required for behavioral health services, you must contact APS Healthcare, Inc. for information on participating providers as well as treatment authorizations. Staff is available to assist you seven days a week, 24 hours per day. Providers identified in this listing reflect CompcareBlue medical providers and are not reflective of the provider's participation status within the APS Healthcare, Inc. network. Before you receive any mental health services, you must call 1-800-989-2792.
<b>24-Hour Nurse Line</b>	Not available.
<b>PCP Restrictions</b>	Each family member may choose a different Primary Care Provider from the CompcareBlue Aurora Family Network. You are able to change your Primary Care Provider up to three times per year. Primary Care Provider changes to a new Primary Care Provider not in your current clinic are restricted to the Dual Choice enrollment period, with the change effective on January 1 <sup>st</sup> . If you move 30 miles or more from your designated Primary Care Provider, you may also select at that time another Primary Care Provider.

## ADDITIONAL INFORMATION

### Quality Improvement Initiatives

- Improvements are being made to the member complain process to provide more timely and efficient service to members.
- A new claim processing system is being implemented to ensure more timely, accurate claim processing.
- Member communication materials are being revised to improve readability and provide information in an easy to use format for the general health care consumer.

Counties in Service Area	Hospitals in County	Major Providers in County*
<b>Milwaukee</b>	 St. Luke's South Shore	Lakeshore Medical Clinic
	 West Allis Memorial Hospital	St. Luke's Family Practice Center
	 Sinai-Samaritan Medical Center	
	 Children's Hospital	In addition, there are 41 Aurora Clinic sites in the Milwaukee service area. Please see our complete provider directory for more details.

\* To request a copy of the CompCareBlue Aurora Family Network Provider Directory which lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue Aurora Family Network Customer Service Department at 1-888-239-9514 or visit our Web site [www.bluecrosswisconsin.com](http://www.bluecrosswisconsin.com).